

Friday 13 December 2019 – The latest news and updates from the Chalcots Estate

Scaffolding

- We were planning to build scaffolding in the underground car parks at Burnham and Dorney this week, but the hoists haven't been delivered because of the windy weather. This will now happen after Christmas.
- An additional test at Bray was planned to take place on **18 December**. Due to circumstances beyond our control, the test has now been delayed until January – we apologise for this. The current scaffolding will stay up as this will be a part of the final scaffolding structure.

Works programme and events

- In October we shared an early programme with suggested timescales for the works. We are currently reviewing the programme and will share the updated version soon – look out for posters on the noticeboards in your block.
- We have met with the TRA in each block several times since July this year. We hope to continue meeting monthly with each TRA from January onwards.
- Taplow residents suggested a works workshop with residents and we are planning to hold this in January. We can run similar events for each block and will work with your TRA to make this happen if helpful for residents.

Chalcots major works frequently asked questions

Below we have answered your frequently asked questions, which we have collected since September 2019 at engagement meetings and site visits with resident groups.

The works

When will the building work take place and will the builders work at weekends?

Wates staff will work from 8am to 5pm Monday to Friday (no bank holidays). Loud work will not start until 9am. Builders will only work outside of these hours in exceptional circumstances. If they do need to work outside these times, they will let you know in advance or make an appointment with you.

Where can I see a scaffolding and netting sample?

You can find a sample of the scaffolding at the Wates office by Bray or have a look at Bray and Taplow towers where scaffolding is already in place. There are examples of the netting at the window mock up in the Burnham basement, in the show flat at 113 Burnham and in the office at 85 Burnham. If you would like to see it, call **0207 974 4444** (option 7) or email chalcotsestate@camden.gov.uk

Will there be a quiet place I can go during the works?

We will be creating breakout areas where you can get away from noise for two to three hours. Each block will have mini lounges which will also have kitchen facilities. You can see a sample breakout area in the basement at Bray. If you would like to see it, call **0207 974 4444** (option 7) or email chalcotsestate@camden.gov.uk

Can anyone be moved to a temporary flat during the works?

We have a limited number of temporary respite flats. We will do our best to make sure that everyone who needs to stay in one is able to. However, if there is ever a higher demand than temporary flats available, we will consider each case and give priority to households with greater needs.

What will the new cladding look like?

The cladding will have a smooth, matte finish and will be similar to the previous colour of the blocks. The outsides of the window frames will be darker than the current ones but will be white on the inside as they are now. Following resident feedback, we explored whether we could arrange colour choices but unfortunately this is not possible because of the scale of the project. Both the external window frames and cladding will be anodised to achieve an A1 safety rating and to prevent wear and tear. You can see the sample cladding at Bray on the Fellows Road side – the final finish is the cladding on the left.

Safety and testing

How safe is the new cladding?

All of your cladding is A1 rated, which is the highest possible safety rating. It means that all of the materials in the cladding are non-combustible and will very effectively stop fire spreading. We fire tested the cladding system which included the concrete wall, rockwool – a fire-resistant insulation material – and the 4mm aluminium cladding and the fire did not spread. We will share the final report from the safety testing with you once it is available.

Where are the fire detectors and fire doors in my flat?

The fire detectors are in your hallway and kitchen and the fire doors are your kitchen and front doors.

Windows

Will you show us how to use the windows?

We will visit every flat to show you how the windows work, including the different safety features. If you have mobility or access issues, we will work with you and the occupational therapy team to find solutions.

When will the windows be cleaned from the outside?

The windows will be cleaned twice a year. We will let you know the dates once this is in place.

Could mechanical vents be installed to avoid opening the windows?

We did consider this option but mechanical vents are not a sustainable solution because they use more energy in the long term, and they could also compromise the cladding system.

Will my views be obscured by the new window frames?

The new windows are larger than your current ones giving you better views, particularly with the lowered window sills. It is important that the windows have vertical and horizontal inner frames – also known as transom beams – to make sure the windows are structurally safe but these shouldn't spoil your views.

Can you get rid of the inner frame (transom beam) in the windows so that they are one large pane?

We are looking into options for how we can do this – we think that this will be possible in the bedroom but probably not in the living room where a very large pane would be needed. We will let you know more about this in the coming weeks.

Communicating about the works

How can I feed back my suggestions about the works?

Your feedback has been vital and will continue to be. We want to make sure that the way we do the works reflects what is important to you. Please feel free to contact us with any comments or suggestions on **0207 974 4444** (option 7) or email **chalcotsestate@camden.gov.uk**

Who can I talk to if I have technical questions, concerns or other issues?

The wider Chalcots works team is here to help and resolve any issues you have. The team includes Camden's project team, Camden's service team in the area (landlord services, estates management etc) and the designated Wates site team.

Camden project team	Camden services teams	Wates site team
Project director Senior project manager Quality inspectors Building control officers Community and resident engagement manager Admin officer Customer relations manager Customer liaison officers Communications manager	Repairs team manager Asset management Neighbourhood manager Neighbourhood officers Estate services manager 24 hour onsite security: 07903 232 592	Operations director Project manager Site manager Site officers Resident liaison manager Resident liaison officers
0207 974 4444 (option 7) Normal operating hours are between 8am to 6pm, Monday to Friday. Only emergency calls will be handled outside of these hours. chalcotsestate@camden.gov.uk		0800 389 2837 Monday-Friday, 8am-6pm taplow@wates.co.uk burnham@wates.co.uk bray@wates.co.uk dorney@wates.co.uk blashford@wates.co.uk

If there is a problem with the scaffolding during working hours (Monday to Friday, 8am to 6pm), contact Wates on **0800 389 2837**. If there is a problem outside of these hours, call the police on **101**.

In an emergency, always contact emergency services on **999**.

How will you communicate with us during the works?

We are installing digital screens in the lobbies of all five blocks so that we can communicate with you in real time. We are asking you in the 'getting to know you and your home' appointments how you would like to find out about the works, and based on your feedback we will review the newsletter and its purpose. We will continue to work with the estate and block-by-block resident groups.

We are always happy to hear from you. If you would like to see the show flat at any time, or would like us to visit you in your home to talk through the works, please contact us. In the new year, we will also have video footage of the show flat and sequencing of the works which we can share with you.

Maintenance and repairs

What happens if my boiler breaks during the works?

If your boiler breaks during the works, report it to repairs as usual on **0207 974 4444** (option 7).

My boiler needs replacing, could it be replaced during the works?

We are currently reviewing boiler installation dates and repairs history to identify any boilers that could be replaced during the works to prevent future disruption to you. We aim to replace any boiler that is due for replacement in the next five years.

Is it possible to install solar panels to reduce residents' energy bills?

We have looked into the possibility of this but we will not be installing solar panels. The style of the roofs mean that the panels wouldn't be able to sit at the angle they need, so they would only generate a very small amount of energy. The solar panels could also affect how weather proof the roofs are.

You can request a copy of this newsletter in large print, audio format or in another language by calling **020 7974 5717**. If you have questions about this newsletter please contact **chalcotsestate@camden.gov.uk**